

## PRIOR ART

### Business-Centric Menu Structure.

#### Main Menu.

- For the ordering department, press 1.
- For the billing department, press 2.
- For the repair department, press 3.
- For revenue management department, press 4.

#### Sub-Menu 1.

- For the phone service group, press 1.
- For the DSL group, press 2.

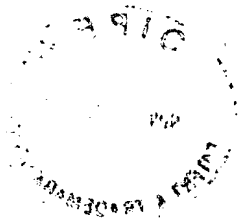
#### Sub-Menu 2. (no sub-menu items)

#### Sub-Menu 3.

- For the repair group, press 1.
- For the technician scheduling group, press 2.
- For the technician re-schedule group, press 3.

#### Sub-Menu 4. (no sub-menu items)

FIG. 1



## Customer-Centric Menu Structure.

### Main Menu.

- If you are calling about your bill, your payments, or your account information, press 1.
- To add, change, or remove an optional service, such as Caller ID or a second line, press 2.
- To open or close your account, or to move or reconnect your service, press 3.
- To find out how to use our services or to find out about the price and availability of our services, press 4.

### Sub-Menu 1.

- To find out the balance due on your account, press 1.
- To discuss or get information about the long-distance portion of your bill, press 2.
- For information about your bill that does not concern long-distance, press 3.
- To report a payment or to find out where to make a payment, press 4.

### Sub-Menu 2.

- To add an optional service, press 1.
- To change or remove an optional service, press 2.
- For information about your Caller ID equipment, press 3.

### Sub-Menu 3.

- To open an account, press 1.
- To close your account, press 2.
- To move your service to another address, press 3.
- To change the name on your account, press 4.
- To get your service reconnected, press 5.

FIG. 2



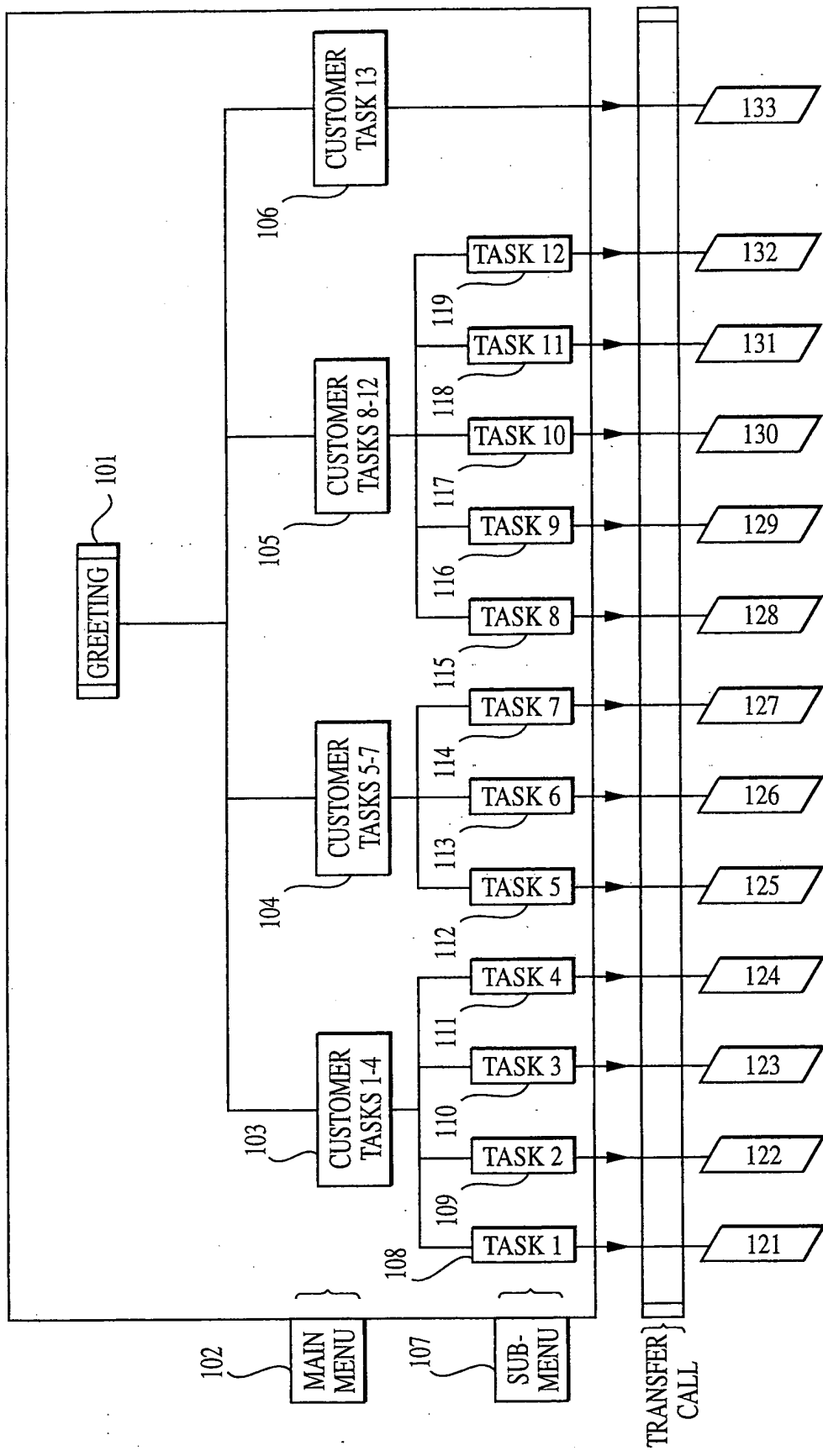


FIG. 3

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099746 10501 9121650

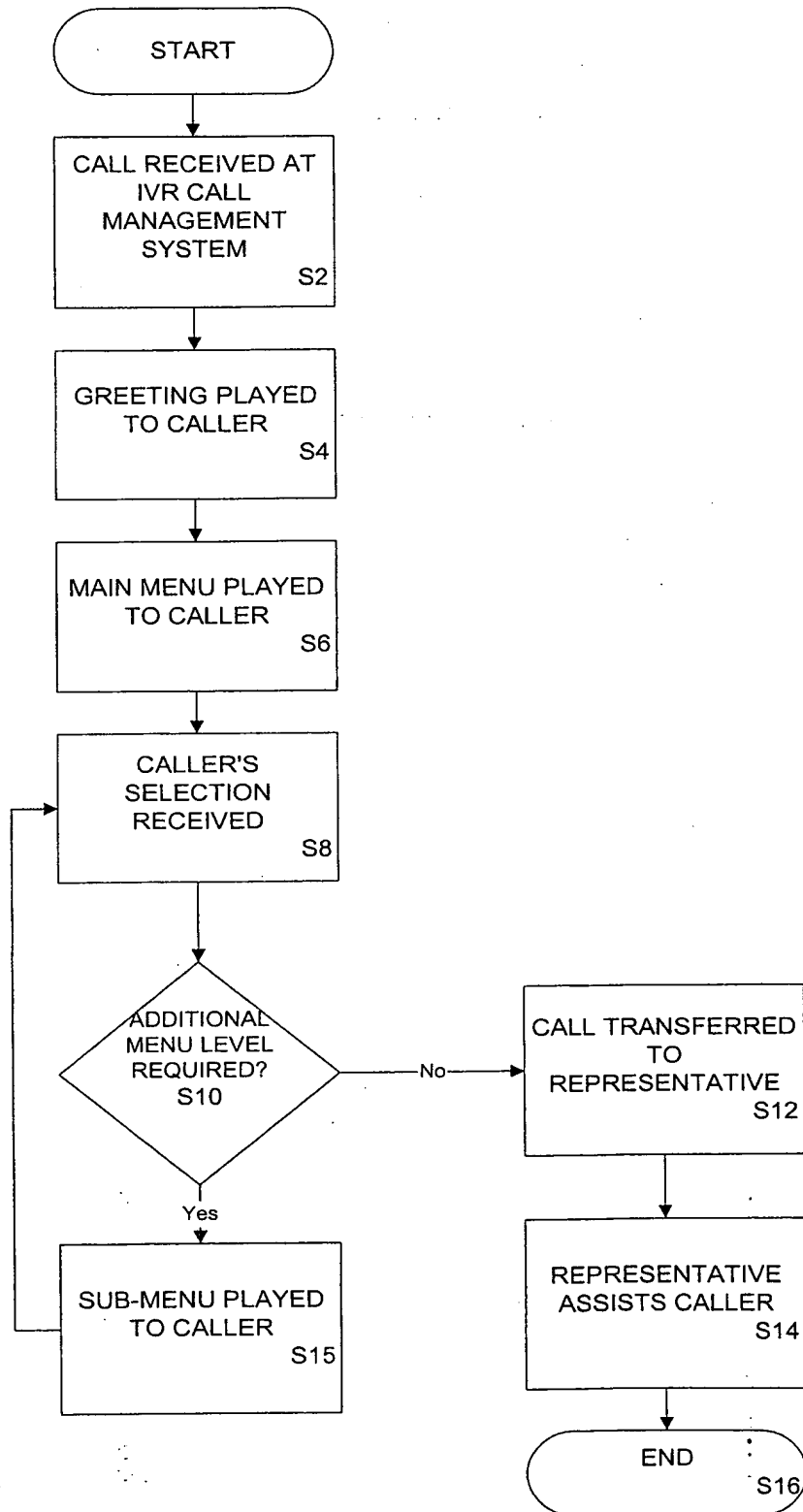


FIG. 5